



Round Flame Tower Heater

OH-R744S-Stainless Steel

OH-R744B- Hammered Bronze

OH-R744BL-Satin Black



**Conforms to CSA/ANSI Z83.26-2020/CSA 2.37-2020
Gas-fired outdoor infrared patio heaters**

SAFETY INFORMATION

Please read and understand this entire manual before attempting to assemble, operate or install the product.

This manual contains important information about the assembly, operation and maintenance of this patio heater. General safety information is presented in these first few pages and is also located throughout the manual. Keep this manual for future reference and to educate new users of this product. This manual should be read in conjunction with the labeling on the product. Safety precautions are essential when any mechanical or propane-fueled equipment is involved. These precautions are necessary when using, storing and servicing this item. Using this equipment with the respect and caution demanded will reduce the possibilities of personal injury or property damage. The following symbols shown below are used extensively throughout this manual. Always heed these precautions, as they are essential when using any mechanical or fueled equipment.

DANGER

DANGER indicates an imminently hazardous situation which, if not avoided will result in death or serious injury.

CAUTION

CAUTION indicates an imminently hazardous situation which, if not avoided, may result in minor or moderate personal injury, or property damage.

WARNING

WARNING indicates an imminently hazardous situation which, if not avoided will result in death or serious injury.

DANGER

If you smell gas:

1. Shut off gas to the appliance.
2. Extinguish any open flame.
3. If odor continues, keep away from the appliance and immediately call your gas supplier or fire department

WARNING

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. An LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

WARNING

Certain materials or items, when stored under the heater, will be subjected to radiant heat and could be seriously damaged.

DANGER

Failure to comply with the precautions and instructions provided with this heater can result in death, serious bodily injury and property loss or damage from hazards of fire, explosion, burn, asphyxiation and/or carbon monoxide poisoning. Only persons who can understand and follow the instructions should use or service this heater.

DANGER

- **EXPLOSION - FIRE HAZARD**
- Keep solid combustibles, such as building materials, paper or cardboard, a safe distance away from the heater as recommended by the instructions.
- Provide adequate clearances around air openings into the combustion chamber.
- Never use the heater in spaces which do or may contain volatile or airborne combustibles, or products such as gasoline, solvents, paint thinner, dust particles or unknown chemicals.
- During operation, this product can be a source of ignition. Keep heater area clear and free from combustible materials, gasoline, paint thinner, cleaning solvents and other flammable vapors and liquids. Do not use heater in areas with high dust content. Minimum heater clearances from combustible materials: 3 feet from the sides & 3 feet from the top.

WARNING

BURN HAZARD

- Never leave heater unattended when hot or in use.
- Keep out of reach of children.

DANGER

- **EXPLOSION - FIRE HAZARD**
- Never store propane near high heat, open flames, direct sunlight, other ignition sources or where temperatures exceed 120 degrees F (49°C).
- Propane vapors are heavier than air and can accumulate in low places. If you smell gas, leave the area immediately.
- Never install or remove the propane cylinder
- This heater is red hot during use and can ignite flammables that are too close to the burner. Keep flammables at least 3 feet from sides & 3 feet from top. Keep gasoline and other flammable liquids and vapors well away from heater.
- Store the propane cylinder outdoors in a well-ventilated space out of reach of children. Never store the propane cylinder in an enclosed area (house, garage etc.). If heater is to be stored indoors, disconnect the propane cylinder for outdoor storage.

WARNING

We cannot foresee every use which may be made of our heaters.
Check with your local fire safety authority if you have questions about heater use.
Other standards govern the use of fuel gases and heat producing products for specific uses. Your local authorities can advise you about these.
If no local codes exist, follow National Fuel Gas Code, ANSI Z223.1. In Canada, installation must conform to local codes. If no local codes exist, follow the current National standards of CANADA CAN/CGA-B 149.2.

WARNING

California Proposition 65
Combustion by-products produced when using this product contain chemicals known to the State of California to cause cancer, birth defects and other reproductive harm.

DANGER

- **CARBON MONOXIDE HAZARD**
- This heater is a combustion appliance. All combustion appliances produce carbon monoxide (CO) during the combustion process. This product is designed to produce extremely minute, non-hazardous amounts of CO if used and maintained in accordance with all warnings and instructions. Do not block air flow into or out of the heater.
- Carbon Monoxide (CO) poisoning produces flu-like symptoms, watery eyes, headaches, dizziness, fatigue and possibly death. You can't see it and you can't smell it. It's an invisible killer. If these symptoms are present during operation of this product, get fresh air immediately!
- For outdoor use only.
- Never use inside house, or other unventilated or enclosed areas.
- This heater consumes air (oxygen). Do not use in unventilated or enclosed areas to avoid endangering your life.

WARNING

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read the installation, operation and maintenance instructions thoroughly before installing or servicing this equipment.

CAUTION

SERVICE SAFETY

- Keep all connections and fittings clean. Make sure propane cylinder valve outlet is clean.
- During set up, check all connections and fittings for leaks using soapy water. Never use a flame.
- Use as a heating appliance only. Never alter in any way or use with any device.

WARNING

- Alert children and adults to the hazards of high surface temperatures. Stay away from these surfaces to avoid burning skin or igniting clothing.
- Carefully supervise young children when in the vicinity of the heater.
- Do not hang clothing or any other flammable materials from the heater, or place on or near the heater.
- Replace any guard or protective device removed for servicing the appliance prior to placing back in service.
- Installation and repair should be done by a qualified service person. The heater should be inspected before use and annually by a qualified service person. More frequent cleaning may be required as necessary. It is imperative that the control compartment, burners and circulating air passageway of the appliance be kept clean.

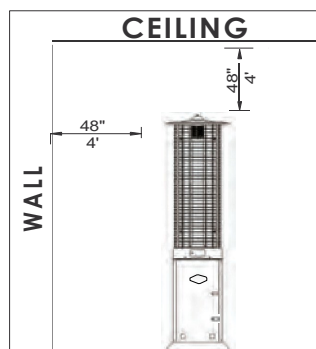
CAUTION

SERVICE SAFETY

- Keep all connections and fittings clean. Make sure propane cylinder valve outlet is clean.
- During set up, check all connections and fittings for leaks using soapy water. Never use a flame.
- Use as a heating appliance only. Never alter in any way or use with any device.

WARNING

- For outdoor use ONLY.
- An amply ventilated area must have a minimum of 25 % of the surface area open.
- The surface area is the sum of the walls surface.



WARNING

- This product is fueled by propane gas. Propane gas is invisible, odorless and flammable. An odorant is normally added to help detect leaks and can be described as a “rotten egg” smell. The odorant can fade over time so leaking gas is not always detectable by smell alone.
- Propane gas is heavier than air and leaking propane will sink to the lowest level possible. It can ignite by ignition sources including matches, lighters, sparks or open flames of any kind many feet away from the original leak. Use only propane gas set up for vapor withdrawal.
- Store or use propane gas in compliance with local ordinances and codes or with ANSI/NFPA 58. Turn off propane when not in use.

WARNING: For Outdoor Use Only

DANGER



CARBON MONOXIDE HAZARD

This appliance can produce carbon monoxide which has no odor.

Using it in an enclosed space can kill you.

Never use this appliance in an enclosed space such as a camper, tent, car or home.

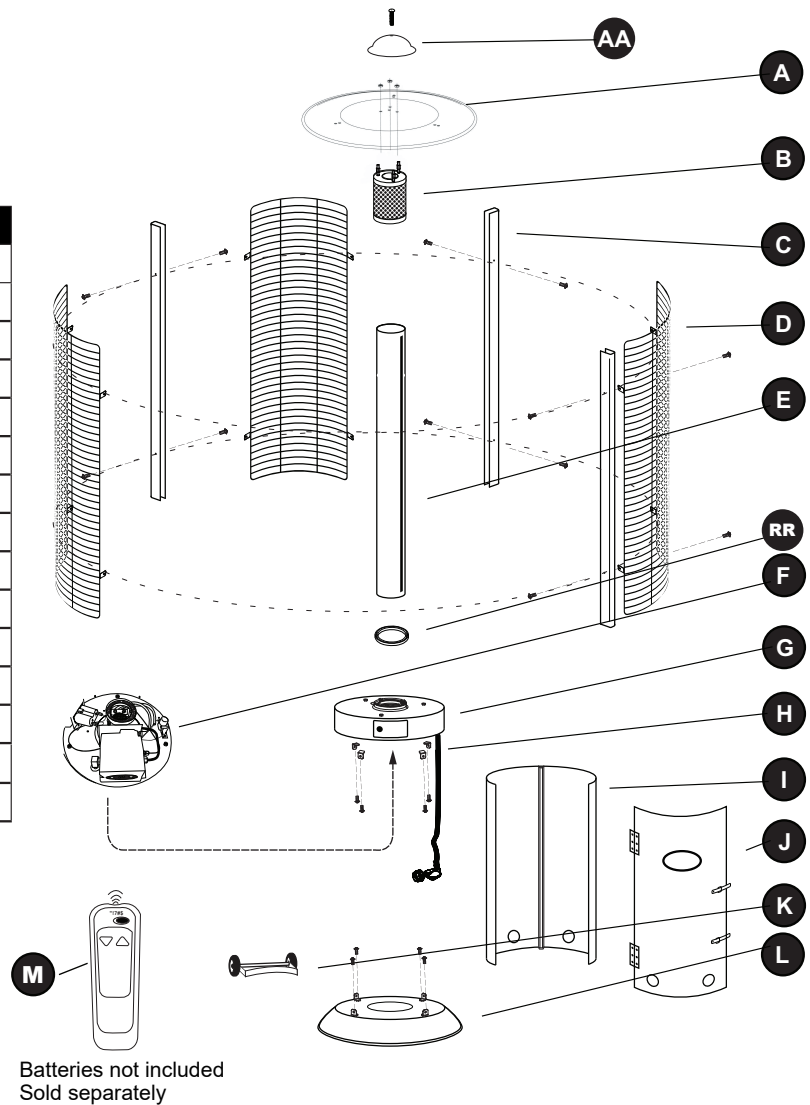
WARNING

Spiders and insects can nest in burner or orifices. This dangerous condition can damage heater and render it unsafe for use. Clean burner holes by using a heavy-duty pipe cleaner. Compressed air may help clear away smaller particles.

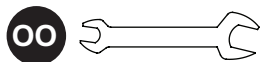


PACKAGE CONTENTS

PART	DESCRIPTION	QUANTITY
AA	Reflector Cover	1
A	Reflector	1
B	Emitter	1
C	Support	3
D	Protective Guard	3
E	Ruby Quartz Glass Tube	1
F	Burner Ignition Plate	1
G	Control Box Casing	1
H	Gas Hose & Regulator	1
I	Back Panel	1
J	Front Door Panel	1
K	Wheel Kit	1
L	Base Plate	1
M	Remote Control	1
RR	Black Silicone Ring	1



INCLUDED HARDWARE



Wrench
Qty. 1



Bolt M8 x 24mm
Qty. 2



Screw M8 x 35 mm
Qty. 1



Philips screwdriver
Qty. 1



Teflon Tape
Qty. 1



Nut M8
Qty. 5



Screw M8 x 15 mm
Qty. 16



Black Silicone Ring
Qty. 1



Screw M5 x 10 mm
Qty. 12



Screw M6 x 12 mm
Qty. 8



90 degree metal bracket
Qty. 8

ADDITIONAL REQUIRED HARDWARE

- Adjustable opening wrench (2) 20 cm (8") long
- Slip joint pliers 23 cm (9") long
- Philips screwdriver w/ medium blade
- Spray bottle of soap solution for leakage test



AAA Alkaline
Battery
Qty. 2 (Not included)



D Alkaline
Battery
Qty. 1 (Not included)

PREPARATION

Before beginning assembly of product, make sure all parts are present. Compare parts with package contents list and hardware contents above. If any part is missing or damaged, do not attempt to assemble the product. Contact customer service for replacement parts.

Please ensure all transit protection (foam, cardboard, bubble wrap, etc.) is removed.
Carefully put the ruby quartz glass tube aside after removing the bubble wrap and foam material.

Estimated Assembly Time: 45 minutes

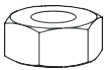
Tools Required for Assembly (not included):

Phillips screwdriver w/medium blade. Leak Detection Solution.

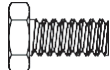
ASSEMBLY INSTRUCTIONS

1. Install wheel kit to base plate by inserting (2) x Bolt M8 x 24mm through the wheel kit and base plate and securing them with (2) x Nut M8 (use supplied wrench to tighten).

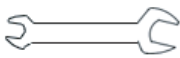
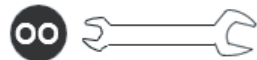
Hardware Used



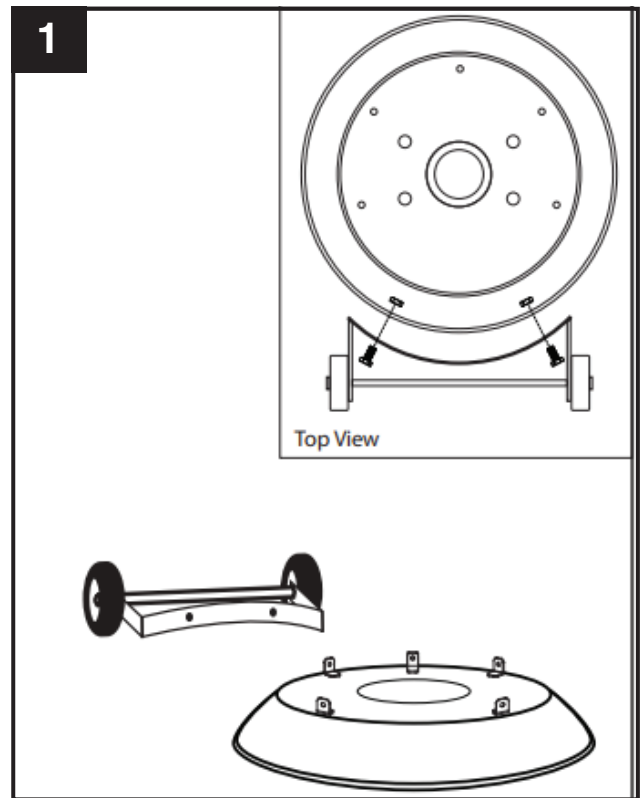
Nut M8
Qty. 2



Bolt M8 x 24mm
Qty. 2



Wrench
Qty. 1



2. REFLECTOR ASSEMBLY:

Place reflector over prefixed studs as shown (fig. 2) and hand tighten 1 M8 nut (HH) per prefixed stud.

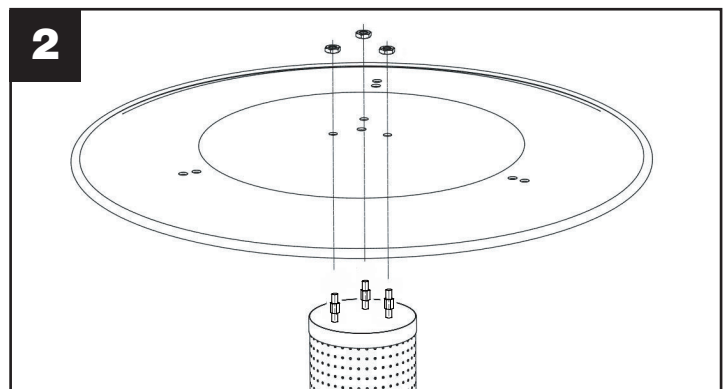
Hardware Used



Nut M8
Qty. 3



Wrench
Qty. 1



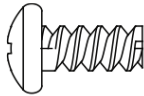
ASSEMBLY INSTRUCTIONS

3. GUARD REMOVAL:

Remove one protective steel guard by unscrewing 4pcs M5x10mm as show in fig 3.

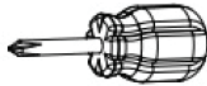
Hardware Used

MM



Screw M5x10 mm
Qty. 12

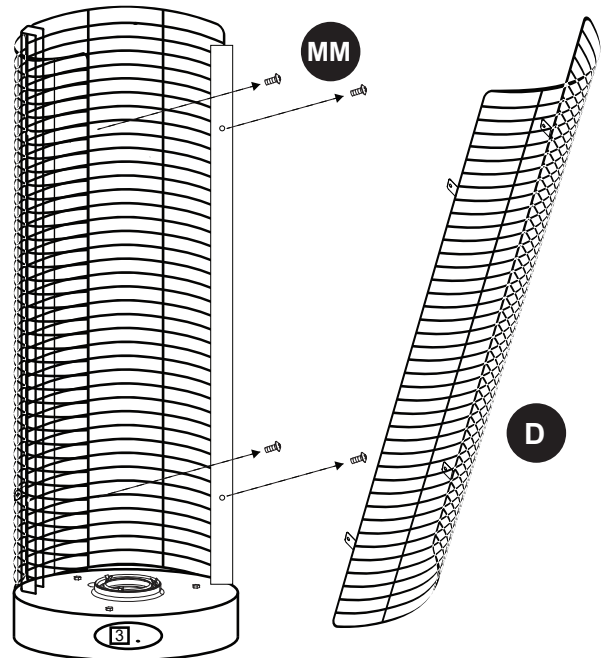
PP



Philips screwdriver
Qty. 1

3

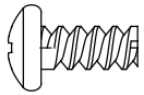
Remove one guard only,
remove by unscrewing 4 pieces M5 x 10mm



4. Install reflector to supports with M8 screws
(Qty. 6)

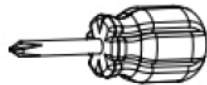
Hardware Used

DD



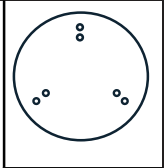
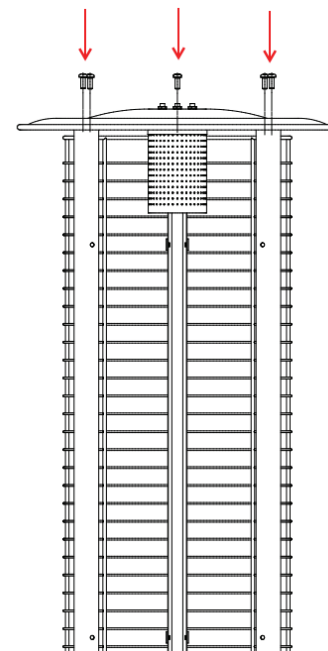
Screw M8x15 mm
Qty. 6

PP



Philips screwdriver
Qty. 1

4



TOP VIEW

ASSEMBLY INSTRUCTIONS

5. Install The Glass Tube. (Part E)

- Please the black silicone ring (Part RR) on the end of the glass tube as illustrated.
- Carefully insert the top of the glass tube through the bottom of the emitter. The three spring buckets on the inside of the emitter will stabilize the outside of the glass tube.
- Finally, place the bottom end of the glass tube with the silicone ring to sit into the opening at the base of the unit, as shown in Fig. 5. Ensure that the black silicone ring at the lower end of the glass tube is completely installed and secured in the circular channel at the base opening.

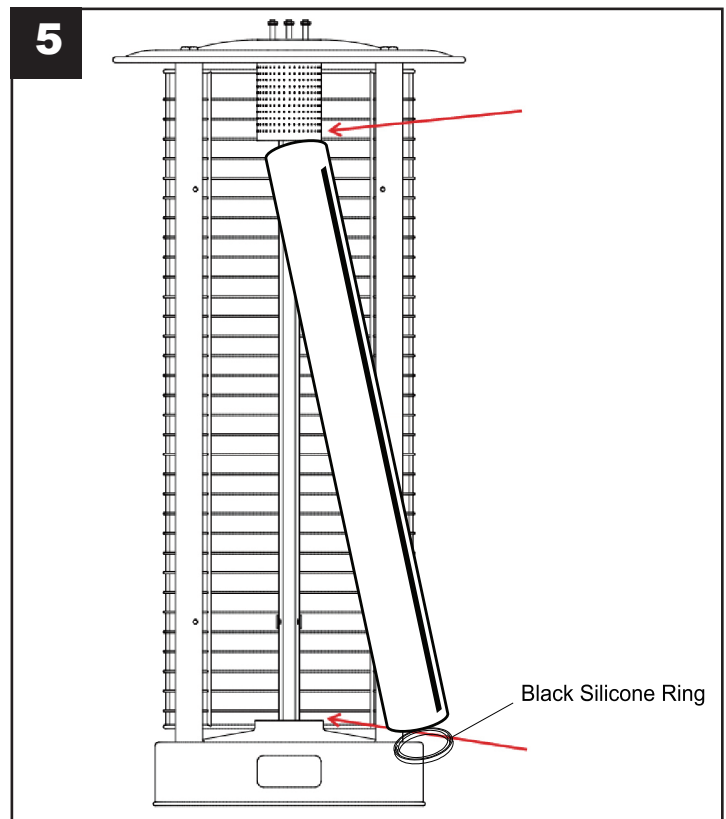
Hardware Used

RR

Black Silicone Ring
Qty. 1

WARNING

The black silicone ring must be in place prior to operating the heater.



ASSEMBLY INSTRUCTIONS

6. Tighten the nuts M8 x3 (HH) on the reflector. These were hand tightened from step 2.

Use bolt M8 (FF) to attach reflector cover (AA) on top of the reflector as shown in fig 6.

Hardware Used

HH



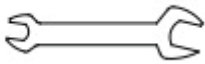
Nut M8
Qty. 3 (from step 2)

FF



Bolt M8x35 mm
Qty. 1

OO



Wrench
Qty. 1

PP

Philips screwdriver
Qty. 1

AA



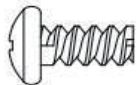
Reflector Cover
Qty. 1

7. These 8 metal brackets are included with the hardware and must be installed into the back panel using the M6x12mm screws. Be sure to screw into the unit from the outside of the panel. The screwhead should be exposed on the outer surface of the panels.

Hardware Used

XX

Screw M6x12 mm



x 8

YY

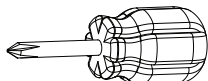
90 degree metal bracket



x 8

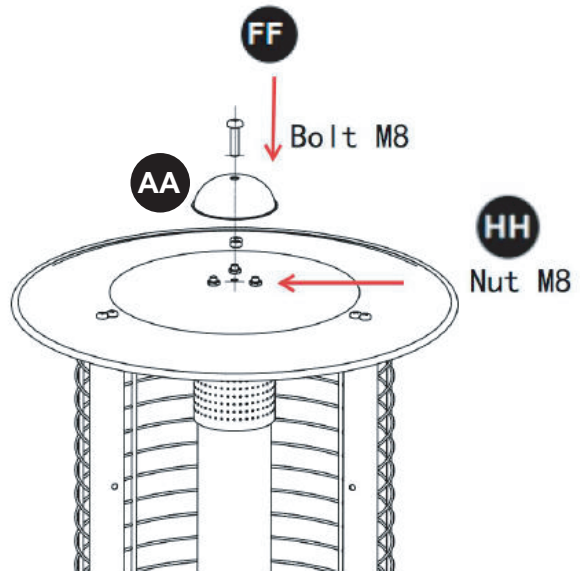
PP

Philips screwdriver

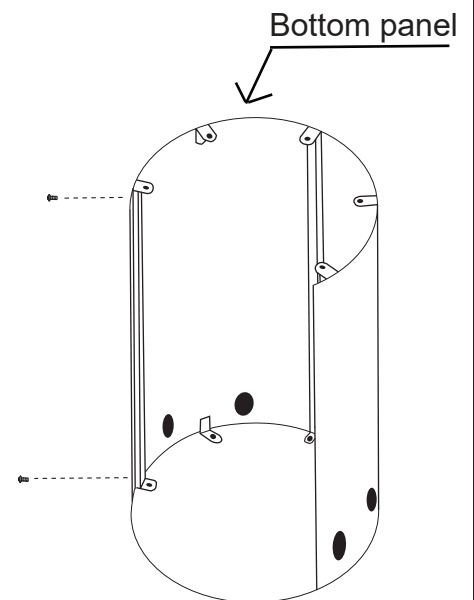


x 1

6



7



ASSEMBLY INSTRUCTIONS

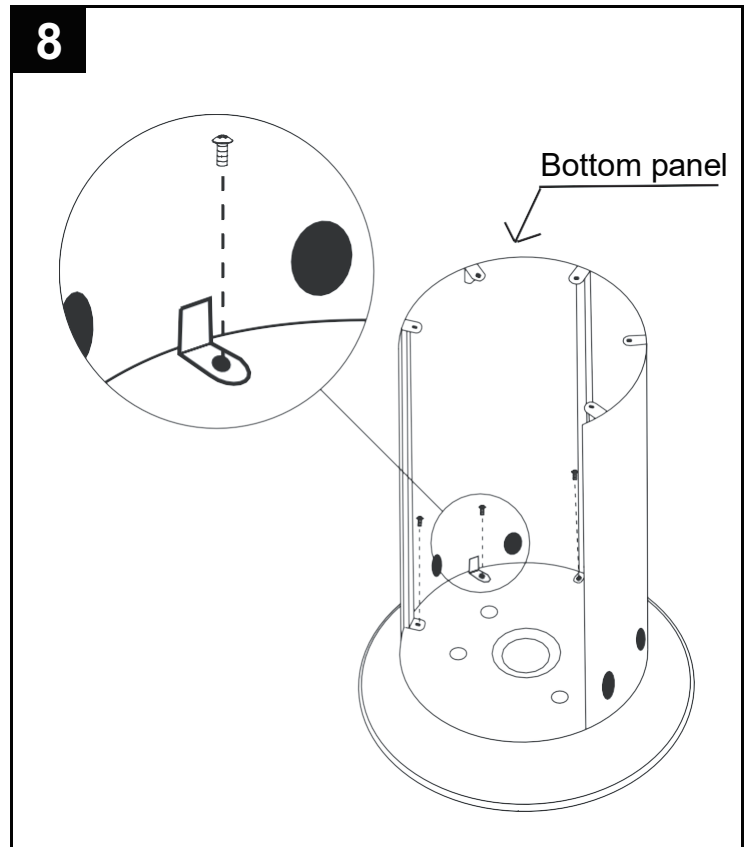
8. Align bottom panel on top of base plate and connect them together by securely installing (5) M8×15 mm screws through the designated 90 degree metal brackets with a philips screwdriver.

Hardware Used

DD Screw M8×15 mm  x 5

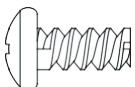
PP Philips screwdriver  x 1

8



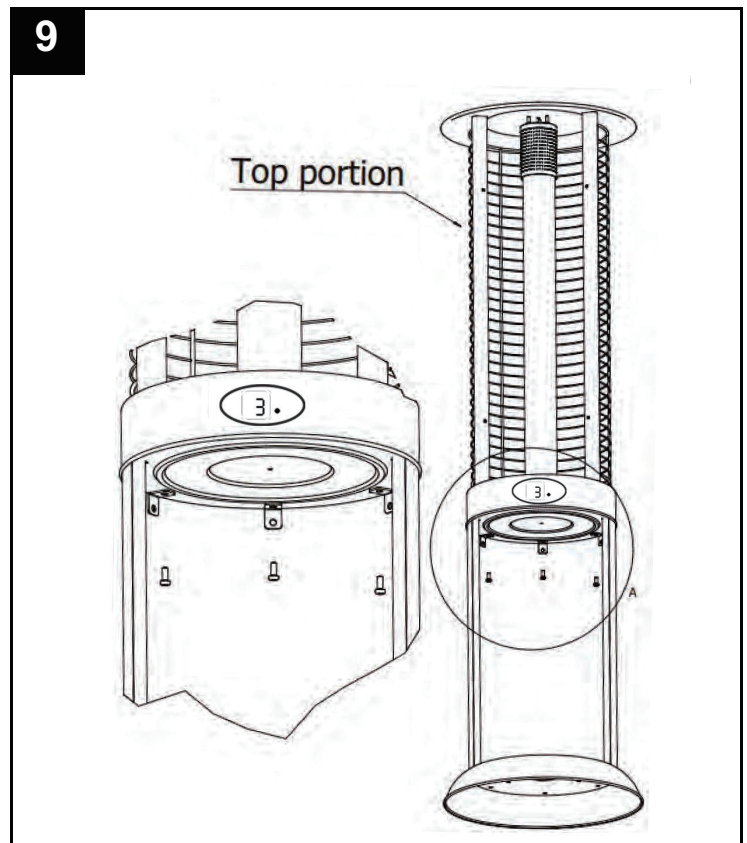
9. Align top portion on top of bottom panel and connect them together by securely installing (5) M8×15 mm screws through the designated 90 degree metal brackets with a philips screwdriver.

Hardware Used

DD Screw M8×15 mm  x 5

PP Philips screwdriver  x 1

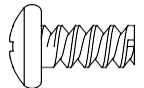
9



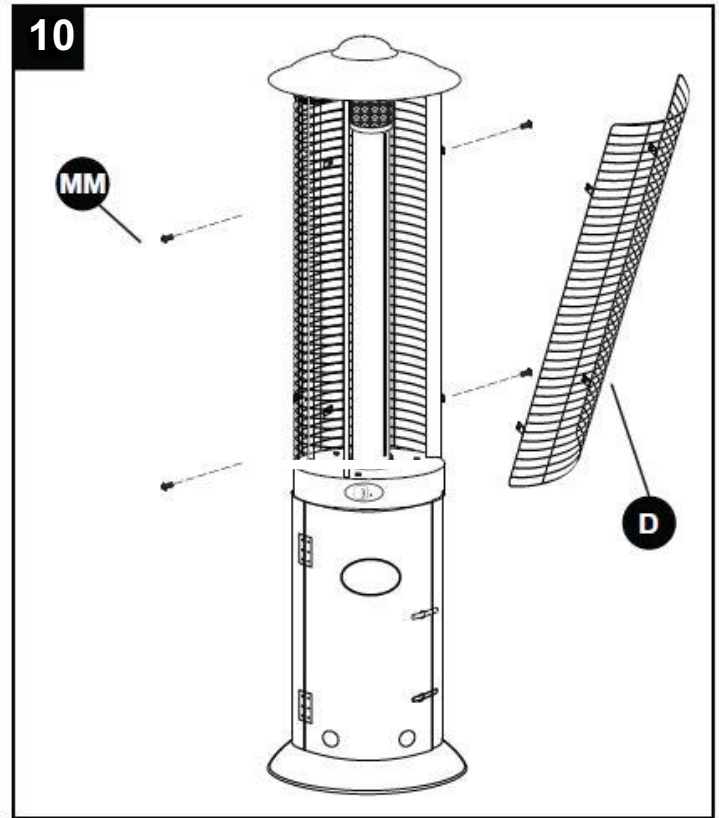
ASSEMBLY INSTRUCTIONS

10. Re-install the protective steel guard(D) by hanging it on the upper support slots. Next tightly secure it with all (12) of the M5×10 mm screws into their original support slots accordingly.

Hardware Used

MM Screw M5×10 mm  x 12

PP Philips screwdriver  x 1

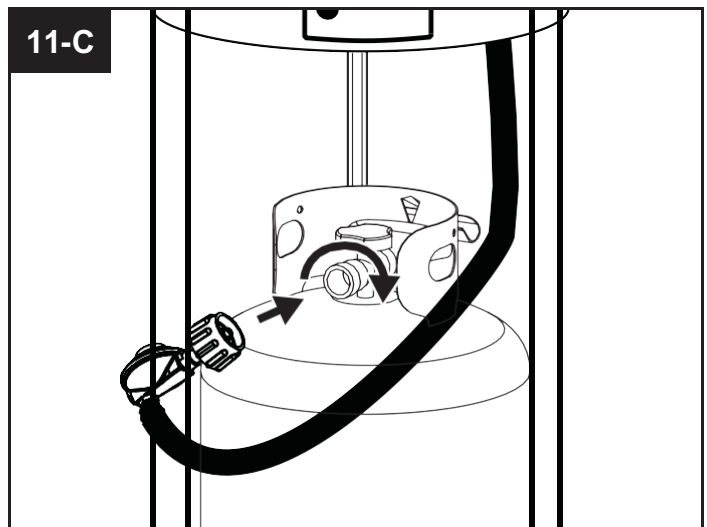
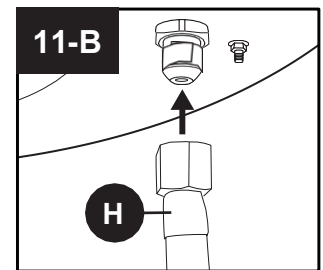
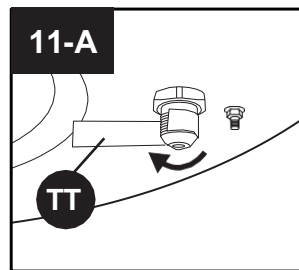


11. Wrap gas intake with teflon tape (TT) in clockwise direction (fig. 11-A).

Then connect gas hose (H) (fig. 11-B)

The knob on the propane tank must be closed. Make sure that the knob is turned ↻ clockwise to a full stop. The cylinder supply system must be arranged for vapor withdrawal. Check that the control knob on the control unit is turned off. Hold old the regulator in one hand and insert the nipple into the valve outlet. Be sure the nipple is centered in the valve outlet. The coupling nut connects to the large outside threads on the valve outlet. Hand-tighten the coupling nut ↻ clockwise until it comes to a full stop. Firmly tighten by hand only. (fig. 11-C)

To Disconnect: Fully close the tank by turning ↻ clockwise until the regulator assembly detaches clockwise. Turn the coupling nut ↻ counterclockwise.



⚠ WARNING

After the cylinder is placed inside the heater, secure the cylinder with block belt tightly.

ASSEMBLY INSTRUCTIONS

⚠ WARNING

Ensure the hose does not contact any high temperature surfaces, or it may melt and leak causing a fire. After the cylinder is placed inside the heater, secure the cylinder with block belt tightly.

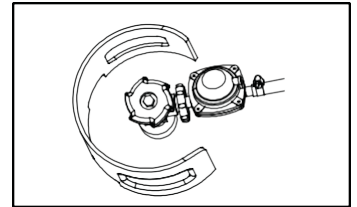
⚠ WARNING

Ensure the hose does not contact any high temperature surfaces, or it may melt and leak causing a fire.

12. Leak testing: See leak testing diagram for areas to check. Turn all burner controls to the off position. Turn gas supply valve on.

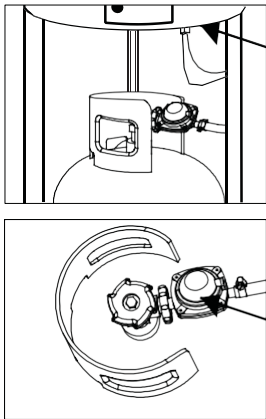
Brush a half-and-half solution of liquid soap and water onto all joints and connections of the regulator, hose, manifolds and valves.

Bubbles will indicate a gas leak. Either tighten the loose joint or have the part replaced with one recommended by the Customer Care department and have the patio heater inspected by a certified gas installer.



Regulator / Cylinder connection

Leak Check Diagram



⚠ WARNING

Never use an open flame to check for gas leaks.

flames will result in a fire or explosion, damage to property, serious bodily injury, or death.

⚠ WARNING

A leak test must be performed annually and each time a cylinder is hooked up or if a part of the gas system is replaced, and whenever any gas components are being replaced or serviced.

⚠ WARNING



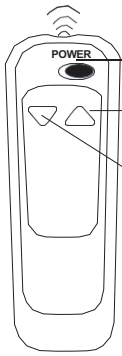
Do not smoke while performing this test and remove all sources of ignition.

⚠ WARNING



If the leak cannot be stopped, **immediately shut off the gas supply**, disconnect it, and have the patio heater inspected by a certified gas installer or dealer. Do not use the patio heater until the leak has been corrected.

ASSEMBLY INSTRUCTIONS



IR control ON/OFF

Temperature UP

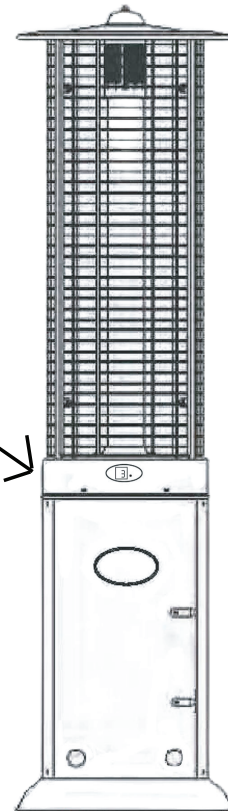
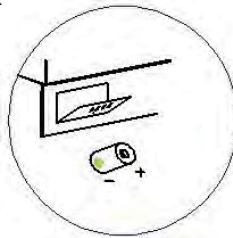
Temperature DOWN

Insert (2) AAA batteries in the battery compartment (back)

If the appliance does not operate properly, switch off gas and refer to the problems checklist at the rear of the manual. If the appliance can not be made to operate correctly, contact your local gas supplier.

1. Open the cover of the battery box on the left side of the controller and insert one D-type battery. Consider the correct polarity.

2. Close the lid.



Hardware Used



AAA Alkaline Battery
(Not included)



x 2



D Alkaline Battery
(Not included)



x 1

OPERATION INSTRUCTIONS

Caution: Do not attempt to operate until you have read and understand all General Safety Information in this manual and all assembly is complete and leak checks have been performed.

Before Turning Gas Supply ON:

1. Your heater was designed and approved for outdoor use only. Do NOT use it inside a building, garage, or any other enclosed area.
2. Make sure surrounding areas are free of combustible materials, gasoline, and other flammable vapors or liquids.
3. Ensure that there is no obstruction to air ventilation. Be sure all gas connections are tight and there are no leaks.
4. Be sure the cylinder cover is clear of debris. Be sure any component removed during assembly or servicing is replaced and fastened prior to starting.

Before Lighting:

1. Heater should be thoroughly inspected before each use, and by a qualified service person at least annually. If relighting a hot heater, always wait at least 5 minutes.
2. Inspect the hose assembly for evidence of excessive abrasion, cuts, or wear. Suspected areas should be leak tested. If the hose leaks, it must be replaced prior to operation. Only use the replacement hose assembly specified by manufacturer.

Lighting:

Note: This heater is equipped with a pilot light that allows for safer startups and shutdowns. Pilot must be lit before main burner can be started.

WARNING:

1. The whole gas system, hose, regulator, pilot or burner should be inspected for leak before use.
2. Check the hose assembly for sign of extreme abrasion, cuts or wears. Leak test suspected areas. If there is evidence of excessive abrasion or wear, or if the hose is damaged or leaks, it must be replaced with an Australian certified hose and regulator assembly.
3. Avoid twisting the flexible tubes and hoses.
4. Make sure the ventilation opening of the cylinder enclosure, control compartment, burner and circulation air passageways of the heater are free and clear of debris. If debris, spider or insect nests are found, clean the holes with heavy-duty pipe cleaner or compressed air.
5. Always keep a dry chemical fire extinguisher readily available.
6. For safety, always allow a 5-minute complete shut off period before re-lighting a hot heater.
7. Avoid repeated ignition attempts if ignition doesn't start except for first time or new gas bottle starts.

DIRECT OPERATION ON THE CONTROL UNIT

TO TURN ON THE HEATER

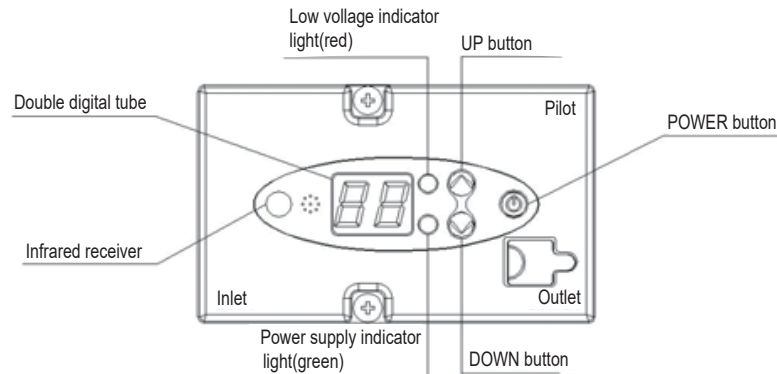
1. Turn on the valve of the gas supply cylinder.
2. Press and hold the POWER button on the unit or the remote control for 2-5 seconds. The digital display will appear showing setting "1" and the ignition will begin to "click" repeatedly to ignite the pilot. Shortly after, the unit pilot will ignite the Burner flame in the glass tube at Setting 1.
3. Press the UP and DOWN button to switch to the temperature heat setting. Every time the UP and DOWN button is pressed it will switch from 1(LOW) – 2 –3 –4 –5(HI) .

OPERATION INSTRUCTIONS

The 2 seconds delay ignition is not a flaw. It has been intentionally designed to prevent accidental ignition. Holding the POWER button for 2 seconds releases the safety lock and starts the ignition.

TO TURN OFF THE HEATER

1. Press POWER button again to enter into close status
2. Turn off the valve of the gas cylinder and disconnect the



IMPORTANT

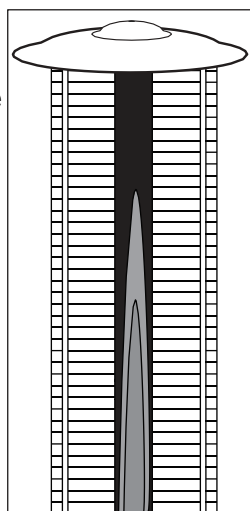
- When the appliance is operating, the control unit can automatically detect any breakdown in 1 second and automatically cuts off both power and gas supplies.
 - Gas supply will automatically cut off in 25 seconds \pm 5 seconds if pilot flame goes out accidentally.
 - If unit does not turn on and "E2" appears on the digital panel, this means that the unit is not receiving propane gas. Please make sure your tank is securely connected to the unit, fully opened and there is no blockages.
 - If the error persists, please contact our customer service team.
- When ignition batteries are exhausted pilot and burner flame will extinguish automatically and gas supply will be cut off.

⚠ WARNING

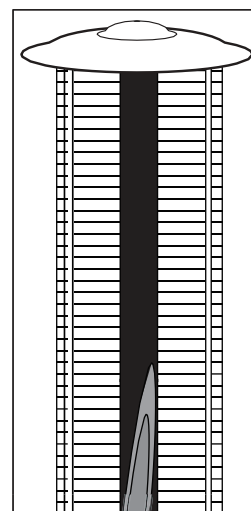
1. Close the valve of the gas cylinder or the regulator after use.
2. Do not move the heater, or cover it with protective cover after it has been turned off until the temperature has cooled down.

Caution: Avoid inhaling fumes emitted from the heater's first use. Smoke and odor from the burning of oils used in manufacturing will appear. Both smoke and odor will dissipate after approximately 30 minutes. The heater should NOT produce thick black smoke.

NOTE: In normal condition, the height of the flame in the high position reaches the top emitter. The height of the flame in the low position reaches about 1/3 of that of the tube. Please adjust the flame size according to actual needs. The flame is stable and bright. Contrarily it is abnormal condition.



Normal



Abnormal

CARE AND MAINTENANCE

Re-lighting:

1. Press POWER button again to enter into close status.
2. Wait at least 5 minutes, to let gas dissipate, before attempting to relight POWER. Flash out will happen if performed before 5 minutes are up.
3. Repeat the "Lighting" steps on prior page.

WARNING

1. Change the gas cylinder in a amply ventilated area, away from any ignition source (candle, cigarettes, other flame producing appliances, ...)
2. Make sure that all taps on the consuming appliance are in closed position.

REPLACING THE GAS CYLINDER

1. Close the valve of the gas cylinder.
2. Disconnect the regulator from the cylinder following the instructions that came with your regulator.
3. Replace the cylinder.
4. In the absence of any flame, remove the plug or seal cap from the cylinder valve.
5. Check for the presence and good state of the gasket before connecting the regulator.
6. Check that the regulator seal is correctly fitted and able to fulfil its function.
7. Perform leak test using soapy water solution.

WARNING

FOR YOUR SAFETY:

- Do NOT touch or move heater for at least 45 minutes after use.
- Reflector is hot to the touch.
- Allow reflector to cool before touching.

WARNING

FOR YOUR SAFETY

Heater will be hot after use. Handle with extreme care.

Note: After use, some discoloration of the emitter screen is normal.

Operation Checklist

For a safe and pleasurable heating experience, perform this check before each use.

Before Operating:

1. I am familiar with entire owner's manual and understand all precautions noted.
2. All components are properly assembled, intact and operable.
3. No alterations have been made.
4. All gas connections are secure and do not leak.
5. Wind velocity is below 10 mph.
6. Unit will operate at reduced efficiency below 40°F.
7. Heater is outdoors (outside any enclosure).
8. There is adequate fresh air ventilation.

CARE AND MAINTENANCE

9. Heater is away from gasoline or other flammable liquids or vapors.
10. Heater is away from windows, air intake openings, sprinklers and other water sources.
11. Heater is at least 2.3 feet on top and at least 3.3 feet on sides from combustible materials.
12. Heater is on a hard and level surface.
13. There are no signs of spider or insect nests.
14. All burner passages are clear.
15. All air circulation passages are clear.
16. Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition.
17. Children should be carefully supervised when they are in the area of the heater.
18. Clothing or other protective material should not be hung from the heater, or placed on or near the heater.
19. Any guard or other protective device removed for servicing the heater must be replaced prior to operating the heater.
20. Installation and repair should be done by a qualified service person. The heater should be inspected before use and at least annually by a qualified service person.
21. More frequent cleaning may be required as necessary. It is imperative that control compartment, burner and circulating air passageways of the heater be kept clean.

After Operation

1. Gas control is in OFF position.
2. Gas tank valve is OFF.
3. Disconnect gas line.

CARE AND MAINTENANCE

WARNING

FOR YOUR SAFETY:

- Do NOT touch or move heater for at least 45 minutes after use.
- Reflector is hot to the touch.
- Allow reflector to cool before touching.

To enjoy years of outstanding performance from your heater, make sure you perform the following maintenance activities on a regular basis:

Keep exterior surfaces clean.

1. Use warm soapy water for cleaning. Never use flammable or corrosive cleaning agents.
2. While cleaning your unit, be sure to keep the area around the burner assembly dry at all times. Do not submerge the control valve assembly. If the gas control is submerged in water, do NOT use it. It must be replaced.
 - a. Keep the appliance area clear and free from combustible materials, gasoline and other flammable vapors and liquids.
 - b. Do not obstruct the flow of combustion and ventilation air.
 - c. Keep the ventilation opening(s) of the cylinder enclosure free and clear from debris.
3. Air flow must be unobstructed. Keep controls, burner, and circulating air passageways clean.

CARE AND MAINTENANCE

Visually checking portions of the hose assembly located within the confines of the heater post. Inspect the entire hose assembly at least annually, disassembling the reflector and burner. Inspect the hose assembly for evidence of excessive abrasion, cuts, or wear. Suspected areas should be leak tested.

- Gas odor with extreme yellow tipping of flame.
- Heater does NOT reach the desired temperature.
- Heater glow is excessively uneven.
- Heater makes popping noises.
- Spiders and insects can nest in burner or orifices. This dangerous condition can damage heater and render it unsafe for use. Clean burner holes by using a heavy-duty pipe cleaner. Compressed air may help clear away smaller particles.
- Carbon deposits may create a fire hazard. Clean dome and burner screen with warm soapy water if any carbon deposits develop.



Note: In a salt-air environment (such as near an ocean), corrosion occurs more quickly than normal. Frequently check for corroded areas and repair them promptly.

TIP:

Use high-quality automobile wax to help maintain the appearance of your heater. Apply to exterior surfaces from the pole down. Do not apply to emitter screen or domes.

Storage

Between uses:

- Press POWER button again to enter into close status
- Disconnect PROPANE cylinder.
- Store heater upright in an area sheltered from direct contact with inclement weather (such as rain, sleet, hail, snow, dust and debris).
- If desired, cover heater to protect exterior surfaces and to help prevent build-up in air passages.
Note: Wait until heater is cool before covering.
- Do Not expose the heater under the rain or snow.

During periods of extended inactivity or when transporting:

- Press POWER button again to enter into close status
- Disconnect PROPANE source and move to a secure, well ventilated location outdoors.
- Store heater upright in an area sheltered from direct contact with inclement weather (such as rain, sleet, hail, snow, dust and debris).
- If desired, cover heater to protect exterior surfaces and to help prevent build-up in air passages.
Never leave PROPANE cylinder exposed to direct sunlight or excessive heat.
Note: Wait until heater is cool before covering.

Service

Only a qualified service person should repair gas passages and associated components.

Caution: Always allow heater to cool before attempting service.

TROUBLESHOOTING

PROBLEM	PROBABLE CAUSE	SOLUTION
There is no spark at pilot when the heater is started	<ul style="list-style-type: none"> Igniter electrode positioned wrong. Igniter electrode broken. Igniter cable pinched or broken. Burner ceramic plate is broken or faulty. 	<ul style="list-style-type: none"> Adjust the distance of the electrode and ignition device to 5 mm Replace. Free electrode cable. Replace if damaged. Replace ceramic plate.
There is spark but no ignition when the heater is started	<ul style="list-style-type: none"> Gas supply turned off. Pilot is clogged. Air in gas lines. Cables faulty or loose. 	<ul style="list-style-type: none"> Turn on the gas supply. Replace, or call a qualified person. If a new tank has just been connected, allow at least one minute for the air in the gas line to purge out through the pilot hole. Repair or replace.
Burner does not light after pilot is lit	<ul style="list-style-type: none"> Burner injector clogged. Low gas supply pressure. Ignition assembly faulty. Faulty remote control. Cables faulty or loose. 	<ul style="list-style-type: none"> Clean burner injector or replace. Replace gas cylinder. Repair or replace. Replace remote control. Repair or replace.
No flame	<ul style="list-style-type: none"> Low gas pressure or not enough gas supply Blockage in gas circuit. Gas leakage. 	<ul style="list-style-type: none"> Replace gas cylinder. Clean blockage. Locate and correct leaks.
Burner does not light after pilot is lit and sparks continue without stop	<ul style="list-style-type: none"> Thermocouple faulty. Pilot flame burns inside pilot pipe. 	<ul style="list-style-type: none"> Replace. Replace.
The heater does not work and the POWER indicator does not light when the heater is started	<ul style="list-style-type: none"> Ignition batteries low or faulty. The POWER button has not been pressed for 2 seconds. Remote control faulty or batteries low. Cables faulty or loosen. 	<ul style="list-style-type: none"> Replace batteries. Press POWER button for 2 seconds, release and press again to start ignition Replace remote control or batteries. Repair or replace.
Burner flame is low	<ul style="list-style-type: none"> Supply hose is bent or twisted Blockage in burner injector 	<ul style="list-style-type: none"> Straighten hose and perform leak test on hose. Clean or replace burner injector.
Thick black smoke	<ul style="list-style-type: none"> Blockage in burner 	<ul style="list-style-type: none"> Turn off the heater and let it cool. Call a qualified person to remove blockage and clean burner inside and outside.
Gas odour even when the appliance is switched off	<ul style="list-style-type: none"> Gas leaks. 	<ul style="list-style-type: none"> Locate and correct leaks immediately.
Gas odour during combustion	<ul style="list-style-type: none"> Foreign matter in gas or on burner ports. Heater burning vapors from paint, impurities in air. Gas leakage from: <ul style="list-style-type: none"> Regulator and hose connection. Valve and pipes connection. Pipes 	<ul style="list-style-type: none"> Check gas passageway and burner. Stop storing and using odor causing products near the heater. Locate and correct leaks or contact your gas supplier.
Power indicator on the control panel flickers	<ul style="list-style-type: none"> Ignition batteries low. 	<ul style="list-style-type: none"> Replace batteries.
Remote control not working	<ul style="list-style-type: none"> Batteries low. 	<ul style="list-style-type: none"> Replace batteries.
Carbon build-up	<ul style="list-style-type: none"> Dirt or film on reflector and flue 	<ul style="list-style-type: none"> Clean reflector and flue screen.

Please do not try to modify heater by yourself. Contact your supplier or distributor to solve any issues not listed above. In this particular heater, carbon will build up on the bottom of reflector shield. **This will need to be cleaned periodically after periods of extended use.** This is normal based on the way the flame hits the screen in combustion.

TROUBLESHOOTING

	Error Item	Details	Error code
1	False fire detection	Inductive needle circuit seems to have false fire	E1
2	Failure to start fire	Did not ignite after press for 25seconds	E2
3	MASV abnormal	MASV adjust valve failure and control wire failure	E3
4	Burner tilt	Tilt switch drop off	E4
5	Battery over pressure protection	Battery input voltage over 2V	E5
6	Microprocessor failure	Microprocessor hardware wrong	E6

Note: If failure happened, control will self lock, please stop using it. Press "POWER "on screen to turn off or ON/OFF from remote control to turn off. After eliminating the fault, restart.

LIMITED WARRANTY

Thank you for choosing to buy a PARAGON OUTDOOR product. Be sure to have your sales receipt, date of purchase and catalogue/model numbers available when calling.

If you have a question about your PARAGON OUTDOOR heater, please call our **Customer Service Team at 1-877-782-4482** with your serial number and details of where and when you purchased the unit. DO NOT return the product to the place of purchase or ship it back to Paragon Outdoor (PO) without the direction from one of our Customer Service Representatives. Most questions /issues can be solved over the phone by one of our experienced Customer Service representatives.

To help us ensure you receive prompt and efficient service, please register as a Paragon Outdoor owner. There are two ways to do this:

- by completing and returning the enclosed form to us by mail
- online at www.paragon-outdoor.com

Registering your product will also confirm ownership of your Paragon Outdoor Heater in the event of an insurance loss and enable us to contact you if necessary.

Terms and conditions of the **Paragon Outdoor 5.3.1. year limited warranty:**

The terms of this warranty are solely subject to the original owner and are at no time transferable. A transfer of ownership will result in immediate termination of this warranty.

This warranty is valid only if the product is purchased from an authorized reseller that has an established direct relationship with the manufacturer.

Proof of purchase will be required before warranty service is rendered. The sales receipt is the only valid proof of purchase. This warranty only covers failures due to defects in materials or workmanship which occur during normal use. Failures and/or damage which result from accident, negligence, misuse, abuse, neglect, mishandling, alteration or modification, failure to maintain, improper assembly or maintenance, service by unauthorized agency or use of unauthorized components or damage that is attributable to acts of God are NOT covered.

WHAT IS COVERED:

Your Paragon Outdoor heater is warranted against original defects in material and workmanship under normal use for a period of 5 years on the frame, 3 years on the parts and 1 year on the burner from the date of purchase, when used for private household purposes in accordance with the PO Owner's Manual. This warranty provides, at no extra cost to you, all parts to place your heater in proper operating condition during the warranty period.

REGISTERED OWNER IS RESPONSIBLE FOR THE COST OF SHIPPING ON ANY PARTS OR REPLACEMENTS This warranty is subject to the following terms:

WHAT IS NOT COVERED:

PARAGON OUTDOOR is a division of Paragon Group USA LLC. and shall not be liable for costs incurred as a result of:

FOR IMMEDIATE ASSISTANCE

PARAGON OUTDOOR

**PARAGON OUTDOOR
CUSTOMER SERVICE:**

Call 1-877-782-4482 toll free,
7 days a week.

Please register your
PARAGON OUTDOOR product

- Heaters purchased from an unauthorized dealer.
- Use of parts not in accordance with the Owner's Manual.
- Careless operation or handling, misuse, abuse and/or lack of maintenance or use not in accordance with the Owner's Manual.
- External sources such as weather.
- Repairs or alterations carried out by unauthorized parties or agents.
- Labor Charges or any incidental or consequential expenses.
- Use of the heater other than for normal domestic purposes within the United States, e.g. for commercial or rental purposes.
- Use of parts and accessories other than those produced or recommended by Paragon Outdoor.

If a replacement outdoor heater or part is not available, the manufacturer's liability is limited to the cost of the outdoor heater or \$1,000.00, whichever is less. The manufacturer is not an insurer, and the original owner should purchase insurance to cover damage to property or belongings. The original owner agrees to waive their right to jury trial or to participate in a class action. Also, the original owner agrees to waive subordination to the extent a loss is covered by insurance, so that their insurance company cannot proceed with action against the manufacturer for recovery of any claims. Furthermore, all requests must be arbitrated in the state of New Jersey.

IN NO EVENT WILL PARAGON OUTDOOR, OR ITS DIRECTORS, OFFICERS OR AGENTS BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF PARAGON OUTDOOR OR ITS DIRECTORS, OFFICERS OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT PARAGON OUTDOOR, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

This limited warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sales of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty

E-Mail: cs-outdoors@paragongroupusa.com
Ph: **1-877-782-4482**